

DTS Customer Council
Department of Technology Services

Meeting Minutes

March 11, 2008

I. Call to order

Mitzi Higashidani called to order the meeting of the **DTS Customer Council** at **2:30 p.m. on March 11, 2008, in the Big Sur Conference Room at the Cannery Campus.**

II. Roll call

Attendees: Mitzi Higashidani, Debra Gonzales, Joe Panora (Judy Ramos), Joan Obert, Ann Barsotti (Kari Gutierrez), Carlos Ramos, Frank Werry, Christy Quinlan, Michael Nguyen, Steve Rushing, Kathy Saito, Alan Criswell, Mike Baker, and Ron Onodera

III. Approval of Meeting Minutes of December 11, 2007

The minutes were approved by the Council.

IV. Video Streaming MSA

Ron Onodera discussed some of the features available on the new video streaming contract. The contract has four vendors to choose from and is available to customers through September 2010.

Carlos Ramos asked if a service request was necessary, or could they directly access the contract for services. Customers can access the contract directly or via service request to DTS.

V. CISCO-related DTS Services Outages

Ron Onodera updated the customers relative to the recent series of network outages. DTS has deployed new routers to the core network; unfortunately there were problems. There were some bugs in the software CISCO provides for the routers and switches in the network. CISCO and DTS collaborated to stabilize the network and identify the problems, and then restarted the project to upgrade the network. The software bugs had to do with the complexity of the router configurations.

Michael Nguyen (DHS) had some questions concerning tunneling in the network. Ron will contact Mike with the requested information.

VI. DTS Organization Changes (CDD)

Mitzi Higashidani informed the council that Mitzi Houston left the Department. The council's point of contact is Steve Rushing. Mitzi thanked Steve for stepping in and doing two jobs at once.

Steve Rushing announced that three new account managers will be starting soon.

VII. COEMS Discussion

Alan Criswell stated that COEMS will honor all present customer commitments. If customers need COEMS space, DTS will accommodate. There was discussion that the current COEMS rate includes power and cooling. DTS is addressing COEMS issues in all of its facilities projects. DTS will expand the available COEMS space that it manages.

VIII. Facility Update & Remote Management

Mike Baker gave his presentation on Remote Management. The Cannery Command Center was transferred to Gold Camp effective March 17, 2008. The Cannery Command Center phone number changed to the Gold Camp number; however, the Service Desk phone number, the central point of contact for DTS, remains the same at (916) 464-4311.

The Cannery Command Center move was the first phase in the Remote Management Project. Phase two is Job Handling Consolidation, scheduled for completion by June 1, 2008, and Tape Processing Consolidation will follow.

Mike Nguyen from DHS asked if the Secure Zip product for tape is still schedule to be installed by March 19, 2008. Mike Baker confirmed that it is and e-mailed some information to Mr. Nguyen.

Steve Rushing updated the council on more facility issues. The Cannery will be moving. Some reasons for the move are insufficient power and cooling. Additionally, security reasons include: the site is close to light rail tracks, too close to a major street, and a shared public parking lot. DTS (HWDC/HHSDC) has been in the building since 1983.

The Department of General Services is working with DTS and looking for potential new locations, likely in the central valley area. The new site is to be remotely managed, with few onsite staff. Other staff at the Cannery will be housed in a new building in Sacramento.

DTS is initiating a cap-outlay process to expand the Gold Camp facility.

The Training Center lease needs to be renewed and negotiations are underway. There were issues with the owner of the building that are being resolved.

IX. Customer Projects Discussion

Mitzi Higashidani discussed the Legislative joint informational hearing before the Public Employees, Retirement and Social Security Committee. The hearing was held March 12, 2008, regarding the use of personal services contract for information technology services in state government. The hearing focused on bringing together legislators, representatives from state agencies, information technology companies and state organizations to explore and evaluate whether state agency information technology contracts obtain the best service for state service and are in compliance with laws regarding state contracts.

PK attended the hearing for Teri Takai.

Mitzi gave an overview of how DTS is starting to better manage the project that DTS staff is working on. Mitzi shared with council members a list of all the DTS projects, and how they are categorized and prioritized.

As a subset of the DTS projects, Mitzi gave an overview of the customer-related DTS project workload. There was lengthy discussion as to how DTS can stay informed and ahead of the wave in terms of customer projects, and assure DTS has adequate staff and infrastructure to support customer business needs. Customer Council attendees all agreed the present situation is untenable.

Adjourned at 4:30 p.m.